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Minimum Qualification Specifications
for the Class:

TELEPROCESSING SYSTEMS MONITOR

Experience Requirement:

Except for the substitutions provided for elsewhere in this specification, applicants must have had the kind and amount of experience described below:

Teleprocessing System Monitoring Experience:

One (1) year of progressively responsible experience which demonstrated the possession of knowledge and abilities listed below and their application in identifying problems in a teleprocessing network and following through on required corrective measures: (a) teleprocessing system equipment characteristics and their normal/abnormal behaviors; (b) types of self-tests for equipment and the implications of results; (c) methods for identifying and resolving teleprocessing equipment and communication line problems; (d) a basic understanding of the various methods for interconnecting teleprocessing equipment to the central processing unit and their implications; and (e) procedures for the normal operation of the different types of teleprocessing equipment commonly used. The experience must also have demonstrated the ability to learn rapidly computer codes and symbols, procedures and requirements regarding data processing operations pertinent to teleprocessing network monitoring and to work effectively with remote site users to problem-solve and identify and isolate equipment/line problems.

The experience may have been gained as follows:

- (a) experience as a teleprocessing system monitor assigned to control the teleprocessing network and isolate equipment communications lines problems for a large teleprocessing system through the operation of a supervisory terminal, or
- (b) experience as a data processing systems analyst or computer programmer whose work included design or modification of a teleprocessing system or problem-solving relative to the implementation of a teleprocessing system and whose involvement required understanding and applying the characteristics and functions of the equipment used and how they are interconnected, or
- (c) any combination of (a) and (b).

Non-Qualifying Experience:

Experience as a teleprocessing console operator primarily concerned with the input, verification and/or extraction of data who may also have (a) identified and reported a problem with the assigned equipment, or (b) have had responsibility to report and/or identify a problem with other equipment in the immediate office is not qualifying. Experience must have provided knowledge of the overall computer/teleprocessing system functioning and its monitoring and must have included problem-solving thereto.

Substitutions Allowed:

Applicants may substitute either Education or Computer Operation Experience, or a combination of both, as described under paragraphs 1 and 2 below for a total of six (6) months or less of the required teleprocessing system monitoring work experience. All applicants must still possess at least six (6) months of actual work experience as described under the Teleprocessing System Monitoring Experience requirements.

1. Substitution of Education for Experience: Possession of a certificate or associate degree in data processing from an approved business or community college may be substituted for experience on a month-for-month basis up to six (6) months. To be qualifying, the training must have included all of the following: introduction to computer systems, console operations and basic programming.
2. Substitution of Computer Operation Experience for Experience: Experience in the operation of an electronic computer and peripheral equipment which gave the applicant knowledge of the operation and function of an electronic computer and peripheral equipment and the use of a central console to initiate operations and coordinate the functions of a computer system may be substituted on a month-for-month basis for the experience required up to a maximum of six (6) months of experience required.

Quality of Experience:

Possession of the required number of years of experience will not in itself be accepted as proof of qualification for a

position. The applicant's overall experience must have been of such scope and level of responsibility as to conclusively demonstrate that he/she has the ability to perform the duties of the position for which he/she is being considered.

Selective Certification:

Specialized knowledge, skills and abilities may be required to perform the duties of some positions. In such positions, certification may be restricted to eligibles who possess the pertinent experience and/or training required to perform the duties of the position.

Agencies requesting selective certification must show the connection between the kind of training and/or experience on which they wish to base selective certification and the duties of the position to be filled.

Tests:

Applicants must qualify on the appropriate examination for the class. For non-competitive actions, the examination may be waived.

Physical and Medical Requirements:

Applicants must be physically able to perform, efficiently and effectively, the essential duties of the position which typically require the ability to read without strain printed material the size of typewritten characters, glasses permitted, and the ability to hear the conversational voice, with or without a hearing aid, or the ability to compensate satisfactorily. Handicaps in these or other areas will not automatically result in disqualification. Those applicants who demonstrate that they are capable of performing the essential functions of the position will not be disqualified under this section.

Any condition which would cause applicants to be a hazard to themselves or others is cause for disqualification.

Any disqualification under this section will be made only after a review of all pertinent information including the results of the medical examination, and requires the approval of the Director.

This is the first minimum qualification specification for
the new class TELEPROCESSING SYSTEMS MONITOR.

Effective Date: July 16, 1982

DATE APPROVED: 9/11/85

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